



November 2024 Pocket Guide

ORLANDO INTERNATIONAL AIRPORT



It all starts with **ME**

Customer Service

Common Purpose

To delight and value each guest with the finest airport experience in the world.

Service Standards

Safety → Comfort → Ease → Speed

Behaviors

- Remain mindful of surroundings and stop unsafe behaviors.
- Pick up trash or report an area that needs attention.
- Display appropriate body language and use a calm tone of voice.
- Make eye contact and smile.
- Proactively offer assistance to the next step in journey.

Frequently Asked Questions

How do I walk to Terminal A or B?

Walk through the C Garage to the Train Station and ride the Terminal Link to Terminals A/B.

Who do I call for common area spills?

Communication Center 407-825-2065.

Who provides language assistance?

Language assistance is available from Ambassadors or the Information Centers.

Who do I call about an unattended bag?

Communication Center 407-825-2065 or 911.

Who do guests call for airport info & paging?

Guests can call the Information Center at 407-825-2352 and Paging at 407-825-2000.

Where can guests call for C Valet Parking?

Guests can call 407-405-6108 for Terminal C Valet. After 11 p.m., they can call 407-825-2292.

How can guests with disabilities or medical conditions get assistance with security screening?

Guests can ask for assistance on the spot at the TSA security area or call TSA Cares in advance at 855-787-2227. Representatives are available M-F 8 AM-11 PM and weekends/holidays 9 AM-8 PM Eastern time. For hearing impaired assistance, use Federal Relay 711.

Terminal C
Gates C230-C245
Domestic Bag Claim:
C48, C49, C50, C51
Int'l Bag Claim (Inside FIS):
C61, C62, C66, C67

Bag Claim A 1-15
Bag Claim B 20-32

Terminals A & B
Gates:
1-29 (Airside 1)
30-59 (Airside 3)
70-99 (Airside 4)
100-129 (Airside 2)

800-474-7424	800-284-2622
800-247-9297	800-359-2672
800-920-4225	833-272-1446
888-587-2985	855-862-9190
800-237-6639	800-538-2583
888-619-8622	800-223-5500
	800-777-3999
	support@flynorse.com

Tips and Updates

Connecting Between Terminals:

Shuttle Van

Operates 24 hours per day between Terminal C and Terminals A & B. Pick-up and drop-off is at:
Terminal C: Level 1 Space C-284
Terminal A&B: Level 1 Loading Dock

Terminal Link

The Terminal Link (APM) in the Train Station, operates 24 hours per day.



Visit our employee website to see resources available to MCO employees including employee recognition, job postings, discounts and more!

Lost & Found

Terminal A: Level 1, East End

Hours of operation: 7:00am-7:30pm

Terminal C: Level 1

Hours of operation: 8:00am-4:00pm

*All lost and found items are moved from Terminal C to the Terminal A location at 4:00pm daily for storage.

Hidden Disabilities Sunflower



MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at mccocares.com/sunflower

MCOcares is on



Follow us

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DIAL 911 any time our guests need medical attention. **Calling 911 is always free** and you can call from anywhere on the airport property.

On-Airport Car Rental

Alamo	800-327-9633	Enterprise	800-325-8007	Sixt	888-749-8227
Avis	800-831-2847	Hertz	800-654-3131	Thrifty	800-367-2277
Budget	800-527-0700	National	800-227-7368		
Dollar	800-800-4000	Payless	407-856-5539		

